



## *Strengthen Your Front Line to Increase Your Bottom Line*

Leasing Professionals and Community Managers are the backbone of apartment communities, so with improved and polished skills, your front line staff can help to increase your bottom line, even in this economy. Register your experienced leasing employees and managers for the **Certified Apartment Manager (CAM)** training courses. Courses will be offered in 2012, sponsored by the Rental Housing Association.

**When:** January 4 - February 22, 2012 (Wednesdays only) at the ServiceMaster by Disaster Associates, Inc. located at 100 Maple Street, Building A, Stoneham, MA 02180.

### **Who should attend:**

- All members of your leasing or community management team who have at least one year of apartment industry experience.

### **Course Price:**

- Members: \$819. Register before 12/5/11 and receive a discounted rate of \$799.
- Non-members: \$919. Register before 12/5/11 and receive a discounted rate of \$899

**CAM is a nationally recognized designation.**

### **Training covers:**

- Human Resource Management
- Management of Residential Issues
- Fair Housing
- Marketing
- Legal Responsibilities
- Financial Management
- Community Analysis
- Risk Management
- Property Maintenance for Managers

For more information contact Josh at [jcooke@gbreb.com](mailto:jcooke@gbreb.com) or 617/399-7860.

### **Rental Housing Association**

Once Center Plaza, Mezzanine Suite | Boston, MA 02108  
617/399-7860 | 617/338-2600 FAX | [www.rhaboston.org](http://www.rhaboston.org)

**CAM**   
**CERTIFIED APARTMENT  
MANAGER®**

  
**RHA**  
Rental Housing Association

# Registration Form

## Certified Apartment Manager (CAM) Training

### January 4, 2012: Human Resource Management

Lisa Collentro\*, Director of Human Resources, Chestnut Hill Realty

### January 11, 2012: Management of Residential Issues

Sonia Patano, Senior Property Manager, Windsor Communities

### January 18, 2012: Fair Housing

Ken Krems, Esquire, Shaevel & Krems

### January 25, 2012: Marketing

Adriana Guzzo, Director of Marketing, Winn Residential

### February 1, 2012: Legal Responsibilities

Donna M. Ashton, Esquire, Ashton Law PC

### February 8, 2012: Property Maintenance for Managers

Mark Lawrence\*, Director of Maintenance, Chestnut Hill Realty

### February 15, 2012: Risk Management

Karen Newsome, VP of Administration, Winn Residential

### February 15, 2012: Community Analysis

Brian Shapiro, Property Manager, The Dolben Company

### February 22, 2012: Financial Management

Effie Georgiou, Corporate Controller, The Dolben Company

\* Indicates NAAEI Faculty (Faculty have completed a three-day Advanced Instructor Training course and have agreed to abide by the NAAEI Code of Conduct)

**The Member price is \$819. Register before 12/5/11 and receive a discounted rate of \$799**

**The Non-Member price is \$919. Register before 12/5/11 and receive a discounted rate of \$899**

Courses will be held from 9:00 a.m. to 5:00 p.m. at ServiceMaster by Disaster Associates, Inc.  
located at 100 Maple Street, Building A, Stoneham, MA 02180.

Name: \_\_\_\_\_ Payment: (circle one)

Company: \_\_\_\_\_ VISA      AMEX      MC

Address: \_\_\_\_\_ Card Number: \_\_\_\_\_  
\_\_\_\_\_ Exp Date: \_\_\_\_\_

Phone: \_\_\_\_\_ Name on the Card: \_\_\_\_\_

E-mail: \_\_\_\_\_

**Fax your completed form and payment to  
Josh at [jcooke@gbreb.com](mailto:jcooke@gbreb.com) or 617/399-7860.**

Rental Housing Association Cancellation Policy:  
Registration must be pre-paid to insure a seat. Cancellations made five or fewer business days before a class will not be refunded unless replacement is found. No shows will not be refunded. Please refer to the NAAEI Refund Policy for CAMT and CAPS Training

